

## **Service Delivery Manager (UK)**

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Reporting to the head of service delivery, the delivery manager will manage the software delivery process for GreenCom applications to particular clients/projects. This role is responsible for ensuring that products and services are being scoped and delivered at the operational level to meet agreed upon service levels. This includes taking an end-to-end view on the customers' processes and governance across service management, incident and change management, continual service improvement and customer satisfaction as well as playing a key role in ensuring the highest level of operational service delivery.

**Job title:** Service Delivery Manager UK

**Reporting to:** Head of Service Delivery

**Place of work:** UK (at customer/remote) and Munich, Germany (head office)

## **Function & responsibilities**

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- Manage all aspects of the service implementation - from requirements gathering to acceptance - for customers in the UK and Ireland
- Work with the head of Service Delivery and the Greencom Development team to ensure the timely, high-quality and cost-effective delivery of Greencom web and mobile services
- Own the overall accountability for the end-to-end delivery of assigned accounts and projects
- For continuous improvement perform project reviews on a consistent basis
- Look for sales opportunities and work with sales team to drive growth, quality and customer satisfaction
- Interact with key client and 3rd party staff and manage efficient communication among involved parties
- Represent GreenCom to the customers at business reviews, and other critical meetings, for the overall delivery aspects and quality of delivery
- Maintain high visibility into issues affecting customer satisfaction
- Maintain existing and establish new partners required for the delivery for the customer

## **Competence profile**

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- Strong technical background with expertise in cloud-based and mobile software technologies
- Utility and/or telco industry (OSS) background advantageous
- Strong Interpersonal Skills
- Multi-tasking, structured working style, identifies overall dependencies
- Proficiency in the MS-Office Suite, including Excel, PowerPoint, Visio and MS-Project
- Oral and Written Communication Skills
- Project Management Skills including tracking, reporting, and resource management
- Fluent in spoken and written English, German would be a benefit
- Willing to travel

## **GreenCom Networks as an employer**

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- Highly motivated and innovative team that loves its work
- Diverse tasks with the possibility to work independently
- Deep insights into new energy services and IoT Technology

## **About GreenCom Networks**

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GreenCom Networks is a Software-as-a-Service Company, offering white-label solutions for the utility industry and energy service companies (ESCOs). We enable management of energy demand, supply and storage capacity within Virtual Power Plants for the evolving energy markets. With its Energy IoT platform, GreenCom Networks enables new disruptive business models like energy communities or peer-to-peer energy for the future digital retail business in the energy industry.